

## Need Medical Care?

### Medical Benefit

Helps you pay for medically necessary, eligible medical care expenses. Medical services for treatment or diagnosis of an illness, injury, or physical condition must be provided by state-licensed professionals and facilities – whether it’s in a clinic, a hospital, an emergency room, etc.

Before a first visit or if your care requires pre-certification (see list on back of your Portico Health ID card), call a Portico Care Coordinator (877.851.5656) to confirm that the provider is in-network (costs you less) or to pre-certify your care.



#### First Step:

- Visit provider, show your Portico Health ID card.

### Virtual Medical Visits

Covers virtual visits offered by your health provider through the end of 2021, subject to deductibles, coinsurance, and out-of-pocket limits. Your out-of-pocket cost depends on whether you have our Platinum+, Gold+, Silver+, or Bronze+ option.



#### First Step:

- Ask if provider offers virtual visits, what technology (app, etc.) may be required.

### Text-Based Primary Care

U.S.-based, board-certified physicians treat the full spectrum of primary care illnesses virtually – no appointment necessary, no charge (\$0 copay) per visit. They can diagnose and treat illnesses and order necessary prescriptions and lab tests (out-of-pocket cost depends on whether you have our Platinum+, Gold+, Silver+, or Bronze+ option).



#### First Step:

- Download the free 98point6 app, sign in with your mobile phone number, create a profile, and verify your identity so you’re ready for a first visit.

### NEW: Virtual Therapy for Back, Joint & Muscle Pain

This convenient alternative to in-person therapy – at no out-of-pocket cost – enables physical therapists to work virtually with eligible participants, monitoring their physical progress digitally via electronic sensors.



#### First Step:

- Apply to see if you qualify at [join.swordhealth.com/portico](https://join.swordhealth.com/portico).

## Need Mental Health Care?

### Mental Health Benefit

Helps you pay for medically necessary, eligible mental health care expenses. Eligible mental health services must be provided by state-licensed professionals, including assessment, counseling, medication management, detoxification, and addiction treatment.

Before a first visit or if your care requires pre-certification (see list on back of your Portico Health ID card), call a Portico Care Coordinator (877.851.5656) to confirm that the provider is in-network (costs you less) or to pre-certify your care.



#### First Step:

- Visit provider, show your Portico Health ID card.

## Virtual Mental Health Visits

Covers virtual visits offered by your health provider through the end of 2021, subject to deductibles, coinsurance, and out-of-pocket limits. Your out-of-pocket cost depends on whether you have our Platinum+, Gold+, Silver+, or Bronze+ option.



### First Step:

- Ask if provider offers virtual visits, what technology (app, etc.) may be required.

## Online Mental Health Programs

Coach-supported, self-paced, interactive programs help those age 13+ change behavior patterns based on proven principles of Cognitive Behavioral Therapy. Confidential and available 24/7 at no cost to you, programs address stress, social anxiety, depression, insomnia, and substance use.



### First Step:

- Visit [Learn to Live](https://learntolive.com/partners) (learntolive.com/partners), enter "Portico" code to enroll in a program.

## Employee Assistance Program (EAP)

Struggling with problems related to grief, marriage, parenting, work-related challenges, finances, or substance abuse? EAP is a great first step. It can connect you with a master's-level professional counselor who can provide up to six covered sessions per issue per year at no added cost to you.



### First Step:

- Call 800.432.5155; available 24/7

## Tobacco Cessation

Offers five sessions with dedicated coach, a personalized strategic plan, and up to two over-the-counter nicotine replacement products (gum, mini-lozenges, and patches) — at no cost to you.



### First Step:

- Call Quantum Health to enroll at 877.851.5656.

## Time for a Checkup, Screening, or Vaccination?

### Medical Benefit

Pays 100% of the cost for eligible preventive services delivered by an in-network provider, including screenings, checkups, and immunizations.



### First Step:

- Call a Portico Care Coordinator (877.851.5656) to find an in-network provider (costs you less).
- Then, visit provider and show Portico Health ID card.

## Need COVID-19 Vaccine, Testing, or Treatment?

### Medical Benefit

- Covers 100% of cost to administer COVID-19 vaccine (U.S. government is paying cost of vaccine).
- Covers 100% of COVID-19 FDA-approved testing ordered by a medical provider (related provider visits, administrative costs).
- Covers 100% of costs for medically necessary COVID-19 treatment received through June 30, 2021.



### First Step:

- Visit provider and show Portico Health ID card, if requested.
- Worried about symptoms? Schedule a text-based primary care visit through 98point6. (See "Need Medical Care?")

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## Want to Fill a Prescription?

### Prescription Drug Benefit

Helps you pay for eligible prescription drugs. Your out-of-pocket cost will depend on whether you have our Platinum+, Gold+, Silver+, or Bronze+ option.

- If taking a drug for 31 days or less, fill at local in-network pharmacy using Portico Health ID card.
- If taking a drug on an ongoing basis, save money by ordering online or phone through Express Scripts' home delivery service. 800.575.8090 24/7; TTY/TDD 800.305.5376; Fax: 800.636.9494; [express-scripts.com](http://express-scripts.com)

If a specialty drug (injectable/oral with specific storage/handling requirements), order through Express Scripts subsidiary, Accredo Specialty Drug Pharmacy. Call 800.803.2523, 7 a.m. – 8 p.m. (Central) Mon. – Fri., 8 a.m. – noon (Central) Sat.



### First Step:

- Ask your provider to prescribe lower cost generic or preferred brand-name option.
- Tip: Share [Drug Formulary List](#) with provider (found on [myPortico](#)).

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## Need Dental Care?

### Dental Benefit

Covers preventive services, basic care, major restorative care, and orthodontia. Find-a-Dentist tool found at [deltadentalmn.org](http://deltadentalmn.org) helps to locate in-network Delta Dental PPO or Premier network dentists.



### First Step:

- Show Delta Dental ID card.
- If care is estimated to exceed \$300, ask clinic to call Delta Dental first to determine allowed amount.

### Virtual Emergency Oral Evaluations

During the COVID-19 pandemic, Delta Dental supports virtual emergency oral evaluations if you and your dental professional are not able to meet in person. Dental benefits, deductibles, and coinsurance apply.



### First Step:

- Ask dental clinic if it offers this service.

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## Want Help with Diabetes or Heart Disease?

### At Risk for Type 2 Diabetes or Heart Disease

Qualifying adults receive individualized support to lose weight and maintain healthy habits, thereby reducing disease risk.

Participants pay no additional cost and receive a free wireless scale.



### First Step:

- Apply to see if you qualify at [omadahealth.com/portico](http://omadahealth.com/portico).

### Living with Type 1 or 2 Diabetes

Combines the latest technology with personalized support to make living with diabetes easier. Eligible members receive an invitation mailer and email from Livongo. At no additional cost, invited participants receive a blood glucose meter and unlimited test strips and lancets.



### First Step:

- If invited, follow instructions provided in the invitation.
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## Looking for Wellness Resources?

### Video Wellness Learning

The Big Know's Being Academy is a holistic, faith-based, video streaming platform. Its nationally-recognized experts explore simple ways to build healthy habits and skills — including longevity, purpose, resiliency, and more. Find inspiration and practical insights at no added cost to you.



#### First Step:

- Start learning at [Portico.TheBigKnow.com](https://Portico.TheBigKnow.com).

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### NEW: Virtual Health & Fitness Classes

The BurnAlong virtual health and fitness platform offers something for everyone, especially those missing the gym. It provides thousands of on-demand and live classes with no out-of-pocket cost and social motivation—members can work out with each other remotely, and each can invite up to four non-member friends or family to join the platform at no additional cost.



#### First Step:

- Sign up using your Portico Health ID card number at [Fit.BurnAlong.com/Portico](https://Fit.BurnAlong.com/Portico).

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### Hearing Discount

Your medical and mental health benefit covers an annual preventive hearing screening. If eligible for our dental benefit, you can also earn substantial discounts on additional diagnostic tests and hearing aids through Delta Dental's affiliation with the Amplifon Hearing Health Care network of nearly 5,700 providers across the U.S.



#### First Step:

- Call 855.531.4694 for help finding a provider near you — mention you're a Delta Dental member or ELCA plan member.

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## Need Help Finding Care?

### Call Portico Care Coordinators

These skilled listeners can explain your benefits; sort out claims and medical bills; find an in-network doctor, clinic, pharmacy, etc.; request authorization for upcoming medical or mental health care; discuss a health condition; share information about health support programs; and replace ID cards. For help with dental providers and care, see "Need Dental Care?" section.



#### Call:

- 877.851.5656
- Mon. – Fri. 7:30 a.m. – 9 p.m. (Central)

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## Have Enrollment or Eligibility Questions?

### Call Portico's Customer Care Center



#### Call:

- 800.352.2876
- Mon. – Thurs. 8 a.m. – 6 p.m.; Fri. 8 a.m. – 5 p.m. (Central)

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Plan member rights and eligibility are governed by the ELCA Medical and Dental Benefits Plan document. If any of the information contained herein is inconsistent with the plan document, the plan document will control. For copies of the plan document or Summary Plan Description, contact the Portico Customer Care Center.

Find updated descriptions of COVID-19-related care and all your Portico benefits on [myPortico.PorticoBenefits.org](https://myPortico.PorticoBenefits.org).